Abstract

The web support system utilizes a pre-configured wire harness that interconnects a file server, web servers, application servers and a data base. The pre-configured wire harness provides at least a portion of the system bus network, over which data is transmitted between the system components and the web. The pre-configured wire harness preferably includes a switch that switches the connectivities between web serves within the system to ensure redundancy of critical system components. The system preferably auto-programs each of the components according to their connectivities to the pre-configured wire harness from the file server and provides for discretionary data transmissions between the web and the system. In accordance with an embodiment of the instant invention, the system is equipped with a central control unit which monitors system components and provides a warning if a system component is in jeopardy of malfunctioning.